

Application No.: 10/005,862

Docket No.: 20136-00328-US

REMARKS

Claims 1-16 are pending in the application. Favorable reconsideration of the application is requested.

Withdrawal of the rejection of claims 1-16, under 35 U.S.C. § 102(b) as being anticipated by European patent document EP 0 895 169 A2, Agrawal et al. is requested. The present invention relates to a system and process for managing information technology systems. The invention provides a way for determining the various values of services offered in the system, as well as the value of each component used in providing the various services. The data representing the performance of the various components involved in a service is fed into a predefined set of management system processes or workflows which operate not only at an operational level, but at a tactical and strategic level. By extending the reach and range of the business data down to the individual IT component, the value of the service and components can be determined. Decisions can be made based on the value of a component and services computed from the usage data reported by agents of each of the components. In this way, strategic planning of the system growth and maintenance can be made using the value information.

Turning now to the cited reference, a process model for workflow management systems is disclosed. The process model is capable of being modified based on the actual business processes being carried out. An audit trail is created during the operation of the business process, and the records from the audit trail are used to modify the model on an on-going basis. Subsequent process models are created based on subsequent processes conducted in the business model to more accurately define the business process.

Thus, a precise model is obtained based on audit data collected during actual execution of the business processes using data obtained from an audit trail of the actual business process. Each subsequent execution of the business process can be used to further refine the model.

In reviewing the reference, there is no indication that the value of services, and the value of components used in the services, are determined. In accordance with the rejected claims, agents of each of the components of an IT system are used to generate data reflecting the

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component usage. The usage data is reported and an evaluation function is determined for each component used to provide the service and to determine the value of each service. In this way, the true value of components, used in a system may be realized and utilized in decision making processes to upgrade and/or plan for future upgrades of the IT system.

The present invention as defined by the claims, in particular claim 1, requires collecting in each of the components usage data to indicate the amount of usage of the component for providing any one of a plurality of services. Each service has a value to the IT proprietor, and based on that value, a value for the component needed to provide the service can be determined. As set forth in claim 1, the service is correlated with each component used to provide the service so that the value of each component may be measured in terms of its value to provide such services.

In reviewing the cited reference, none of these features appear to be disclosed.

Claim 3 is dependent on claims 1 and 2 requires that the worth of each component be evaluated, based on that components participation in providing multiple services to the IT proprietor. This feature as well is not disclosed or shown in the reference.

In order to maintain a accurate relationship between the components and a service, claim 4 further requires that a relationship table identifying the components be maintained.

Claim 5 is also independently allowable, in that it requires for a given service, the value for each transaction conducted by that service be determined. Based on the value of each transaction conducted, a value for the service may be obtained.

Claim 10 and those dependent thereon, describe a system where an agent is associated with each component, and the agent identifies which transaction of a service performed. The information regarding each transaction is collected from the agent, and from that information individual components involved in the transaction may be identified.

Further, the collection system of claim 10 provides a report to identify for each service the value of the service and the value of the components that are used in providing this service.

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Claims 13-16 are all directed to limitations which are used to identify components used in the services, so that values for the services and components supporting these services may be obtained.

In reviewing the reference, there does not appear to be any measurement of component values, or the values of services which are produced using such components. Accordingly, each of the noted foregoing elements of the Applicants claims remain undisclosed.

The Office Action alleges that the reference demonstrates with respect to Fig. 1 and 3, constructing an evaluation function for evaluating each service, as well as correlating each service with a component used to provide the service. In reviewing Figs. 1 and 3 of the reference, it appears that what is disclosed is the creation of a second model 105, based on actual data from an audit trail obtained in a business process. No description appears to describe any evaluation of any system components. In fact, the disclosure discloses no real system components, only some processes which are monitored and used to generate models of the processes.

In order to anticipate a claim, each and every element of the claim must be disclosed by the prior art. As it has been demonstrated that the applied art fails to disclose numerous elements of applicants' claims, the claims are not properly rejected under 35 U.S.C. § 102.

It is specifically requested that the Examiner reconsider the foregoing, and indicate the allowability of the subject matter.

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Respectfully submitted,

By 

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MARKED-UP REVISIONS**IN THE CLAIMS:**

10. (Amended) A system for managing an IT infrastructure having a plurality of components for providing a plurality of services, said system comprising:

an agent associated with each of the components, said agent identifying each transaction of a service performed by said IT infrastructure; and

[a] an information collection system for collecting from said agents transaction information relating to each service performed, said system determining from said transaction information which of said components are involved in said transaction.